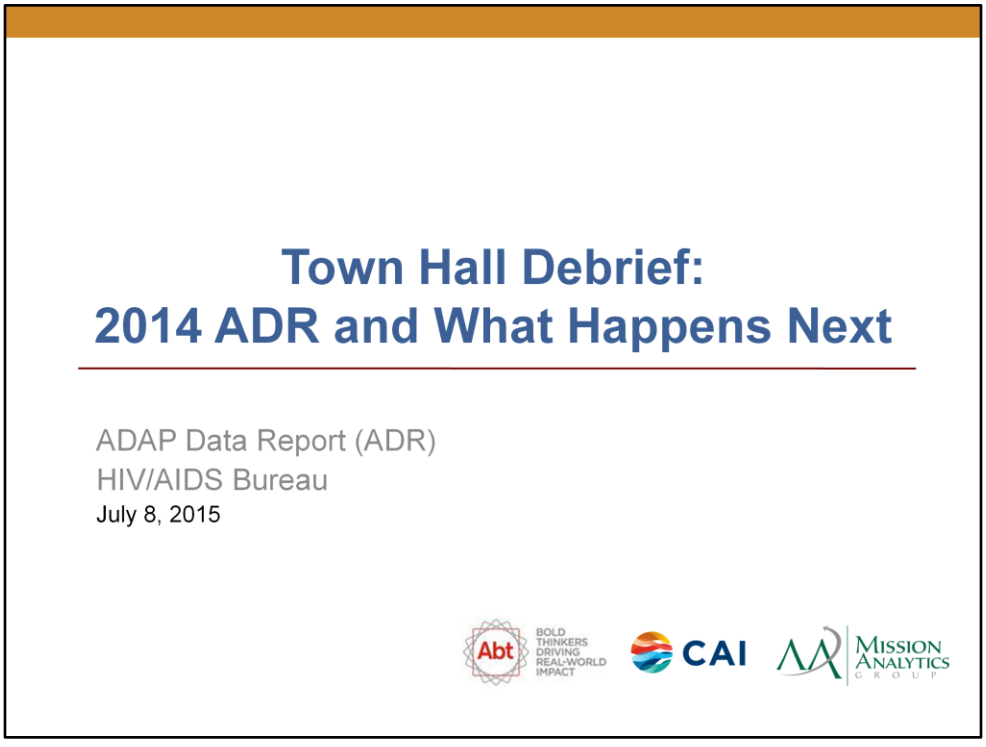
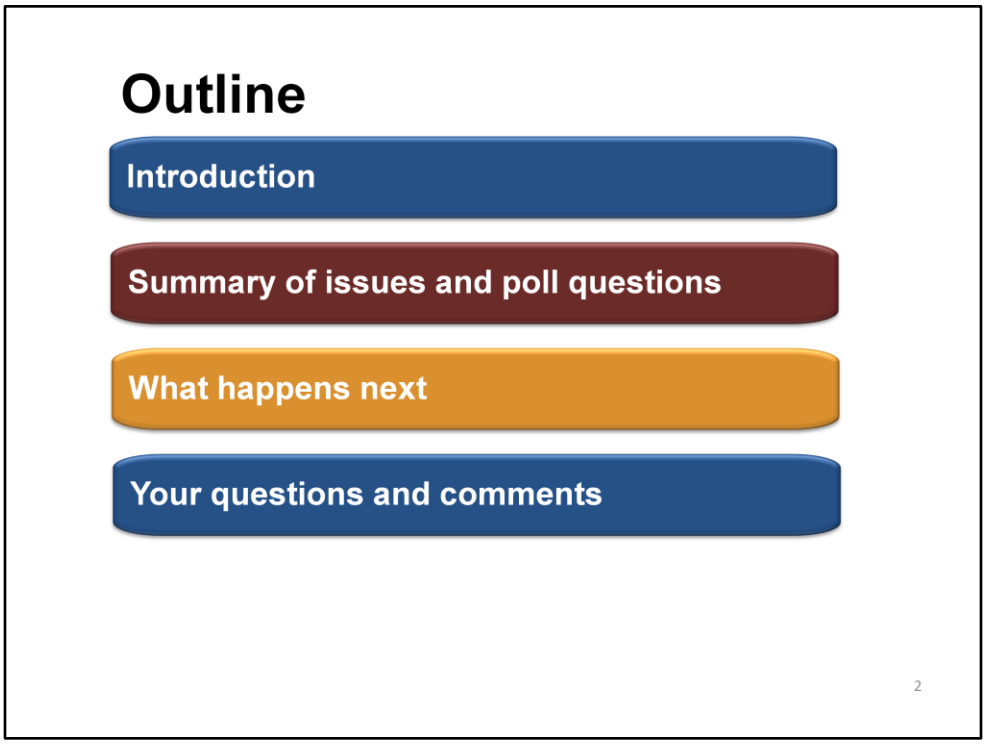



Welcome to today's webcast. Thank you so much for joining us today!

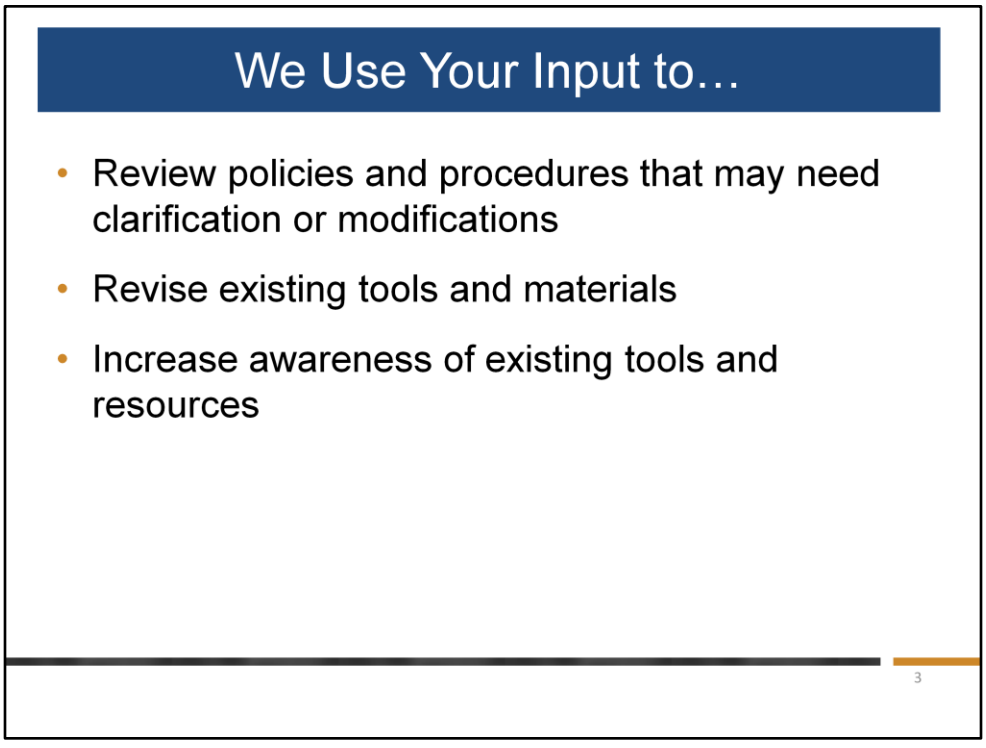
My name is Michael Costa. I am a member of the DART Team, one of several groups engaged by HAB to provide training and technical assistance to ADAPs during the implementation of the ADR.

Today's webcast is presented by Ellie Coombs, also from the DART Team. This webcast serves as an opportunity to debrief after the submission of the ADR data in its third year. We hope that all of you will use this webcast as an opportunity to ask any questions and provide any comments or suggestions you have resulting from this latest round of ADR data submission.

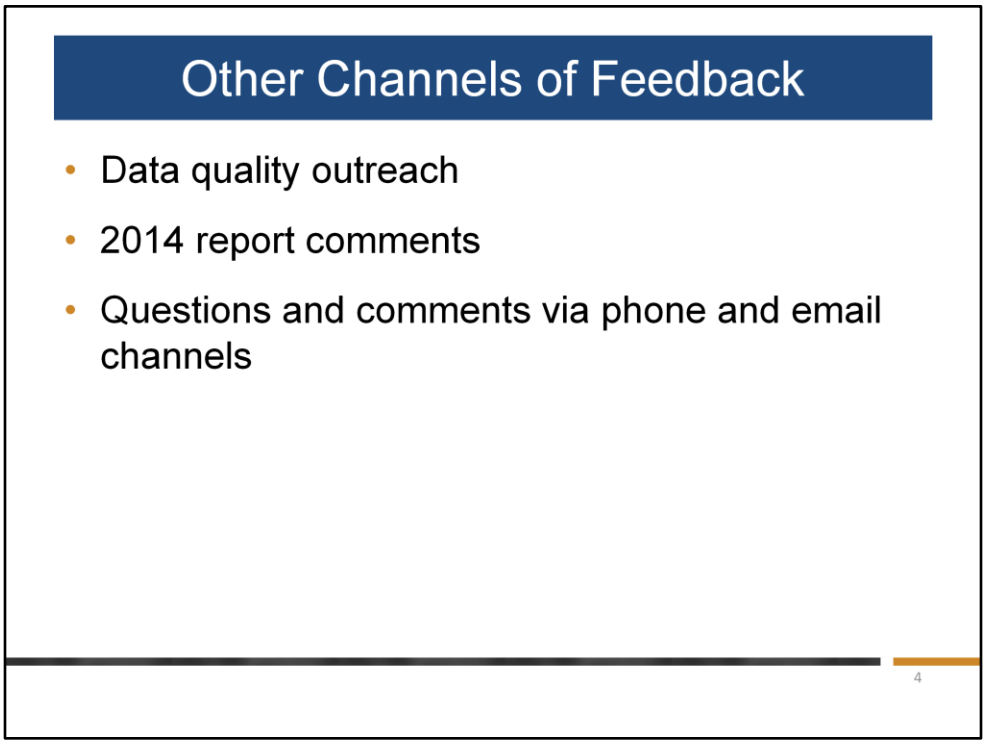



First off, thank you everyone! You all worked very hard to get your reports in, and we appreciate it!

I'm going to start with a few introductory slides on why we are here today, especially when you probably want to take a little break from the ADR. Then, I'll present some of the issues we ran into during the submission process. Throughout these slides, we'll present some poll questions to get your feedback. Then, we'll talk about what happens next in terms of HAB's review of the data and what you need to know for 2015. Finally, and most importantly, we'll open the discussion up to you, so you can provide us with your questions, comments, and suggestions.


We Use Your Input to…
• Review policies and procedures that may need clarification or modifications
• Revise existing tools and materials
• Increase awareness of existing tools and resources
3

We will use your input today to review policies and procedures that may need clarification. We'll also use your feedback to revise existing tools and materials. For example, we may modify language in the instruction manual so it is clearer. Or, if you find that a report in the ADR Web System is not that intuitive, we may update that tool. We'll also take today as an opportunity to increase awareness of existing tools and resources.

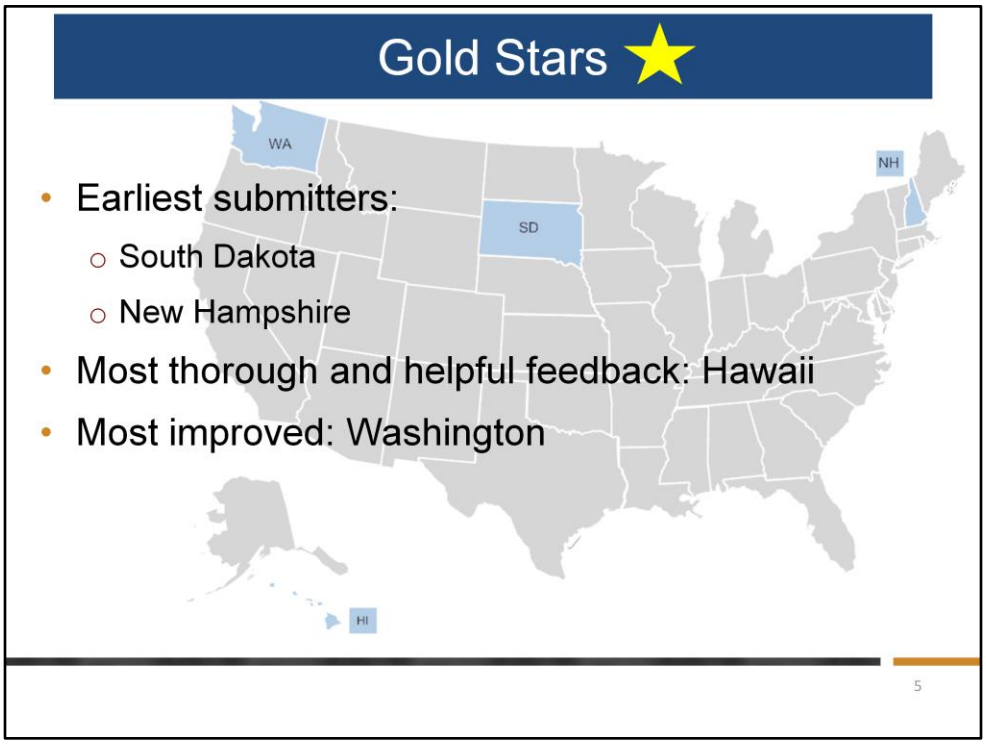



In addition to today's webcasat, there are a couple of other venues we will use to gather your input.

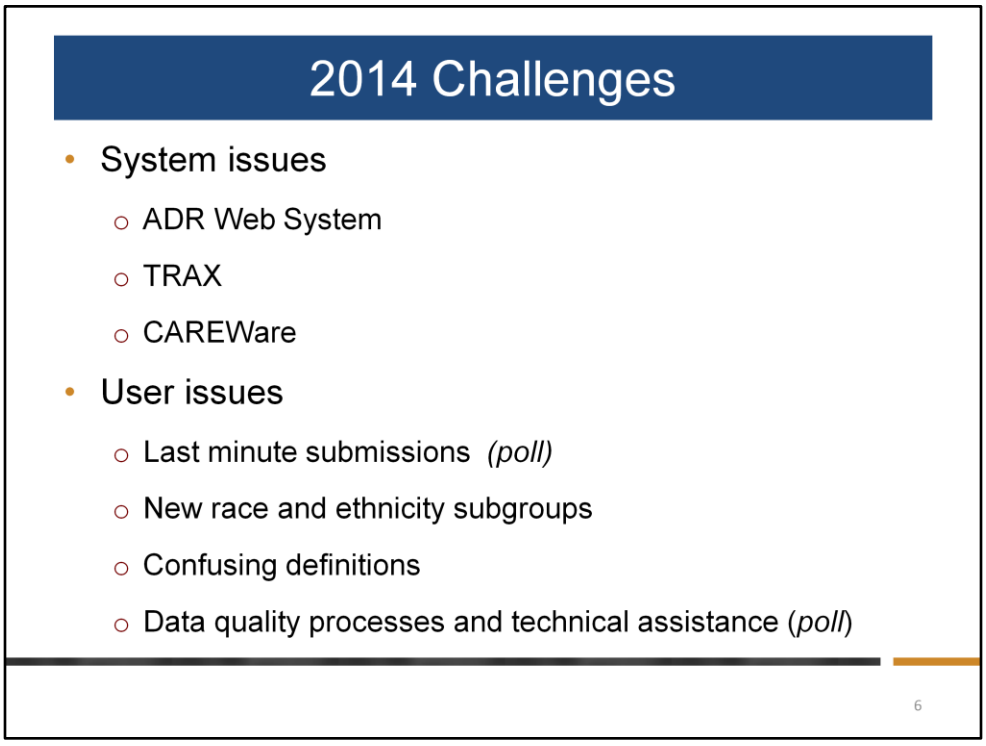
We will be conducting  data quality outreach over the next few months. This will not only give us an opportunity to communicate data issues with you, but also give you an opportunity to provide us with feedback. In the past, we have found that some "data quality issues" were, in fact, problems on our end.

We are also carefully reading your comments in the 2014 data to understand your specific program and how it affects data collection and submission.

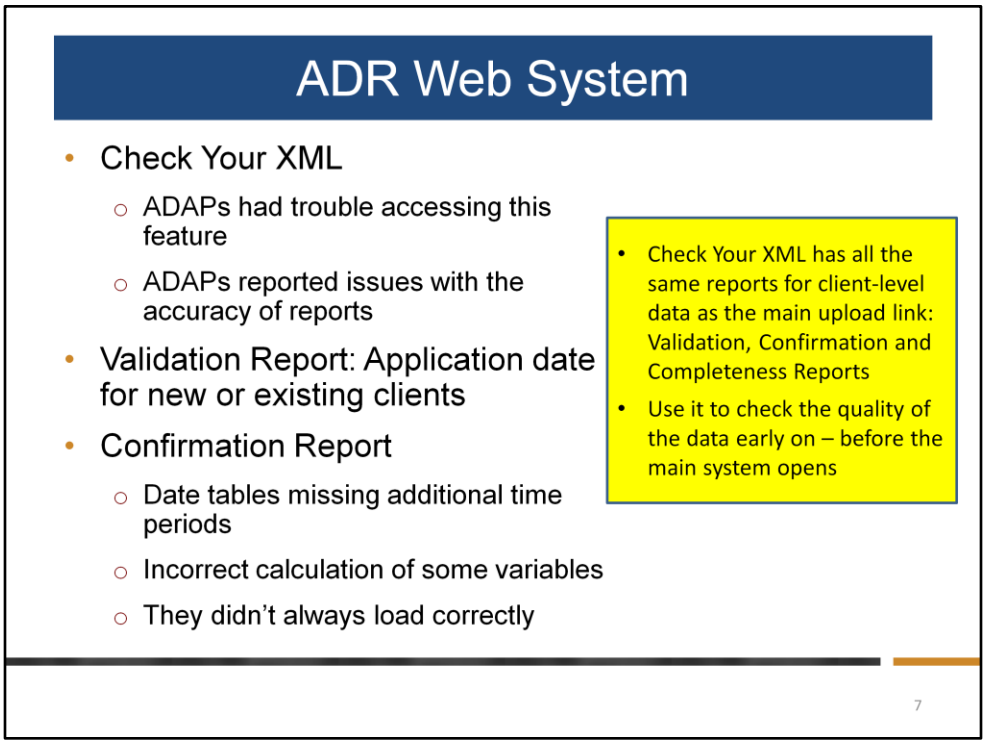
Additionally, outside of the more formal forums, we are always available via phone or email for questions or suggestions.




Before we get started, I want to give a shout out to several states. South Dakota and New Hampshire were our first submitters; they submitted their ADRs in late April. Also, we really appreciated the feedback from Hawaii about the Confirmation Report. It was clear that the state representative was extremely familiar with the state's data and had thoroughly reviewed the Confirmation Report findings. Finally, Washington gets the most improved shout out. They were one of our last submitters last year and one of our first submitters this year. So, kudos to all of you!




Now, let's talk about some of the issues we experienced in 2014. We've broken them up into two categories: system issues and user issues. Let's start with systems issues.

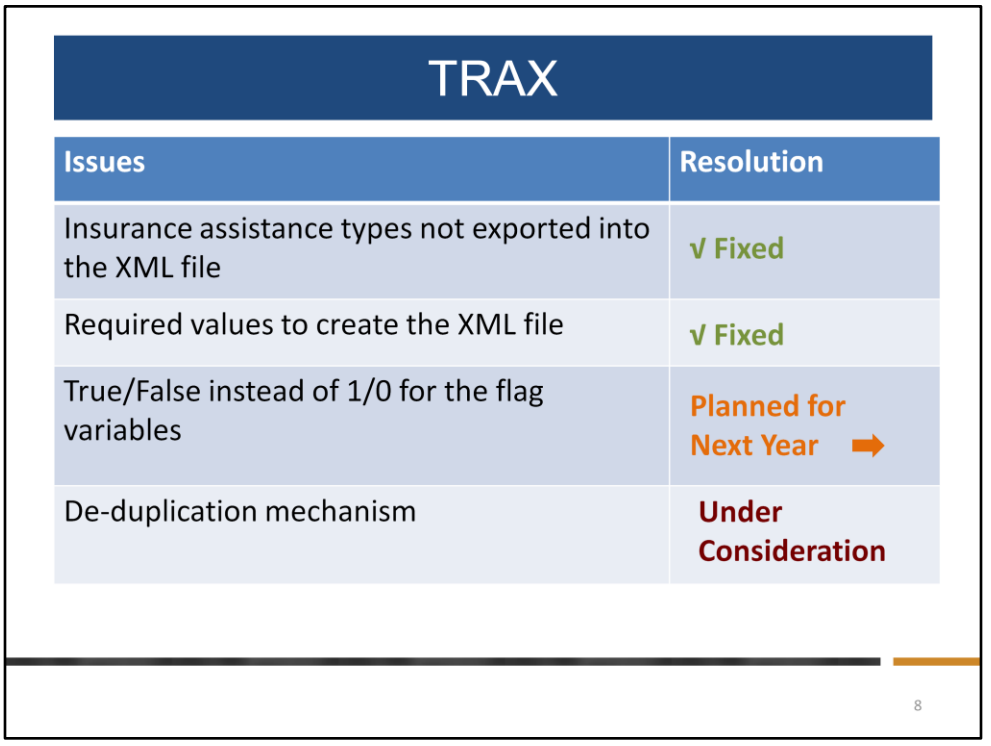

ADR Web System
Check Your XML
ADAPs had trouble accessing this feature
ADAPs reported issues with the accuracy of reports
Validation Report: Application date for new or existing clients
Confirmation Report
Date tables missing additional time periods
Incorrect calculation of some variables
They didn't always load correctly
Check Your XML has all the same reports for client-level data as the main upload link: Validation, Confirmation and Completeness Reports
Use it to check the quality of the data early on – before the main system opens
7

Anytime there is a change in reporting, HAB has to make updates, too. Sometimes, when we make these updates, we make mistakes. We realize that these can be confusing and frustrating to you, and we always want to do better.

First, the Check Your XML feature was a little buried, so some of you had trouble accessing it. Also, toward the end of the submission window, as we got close to the deadline, we received some feedback about the quality of the reports produced by the Check Your XML feature. At that point, we asked you to switch to the main upload process. As a reminder, the Check Your XML feature has all of the same reports as the main upload feature. It was primarily developed so you could check your data before the main system opens. That said, we will strive to make this feature more accessible and easier to use next year.

Also, there was an incorrect validation regarding application date. States were getting alerts about existing clients having application dates. The logic for this validation was reversed, so these alerts were inaccurate. Given that they were alerts, ADAPs could ignore them and move on.

Finally, there were issues with the Confirmation Report. The date tables were missing some date ranges, some of the calculations were not done correctly, and finally, the reports did not always load in a timely manner. We were able to address these issues pretty quickly, so you had time to review accurate reports by the deadline.




About half of you created your file with TRAX, previously known as Rx-REX. Overall, this new tool was a success. People liked the ability to import the .CSV files, as opposed to the Access database. However, TRAX was not without its issues. Insurance assistance type, which was a new variable, was not being exported into the XML file. In addition, some variables were required for generating the file. That shouldn't be the case. We always want you to create and upload the file, even with missing data. You will just get validation messages in the system. Both of these issues were fixed before the submission deadline.

Another issue that was noticed early on by an observant ADAP was that TRAX would only accept "True" and "False" instead of "1" and "0" for the flag variables. We mentioned this in the TRAX user manual and the webinar, but we still got questions from confused ADAPs. This issue will be addressed for next year.

Finally, quite a few of you missed the de-duplication feature that was in the previous version of Rx-REX. HAB agrees that this was a good feature, so adding it back in is under consideration.

## CAREWare

- Late release
- Missing medication days supply exports as 0, which is not accepted by the ADR Web System
- Questions on moving data into CAREWare

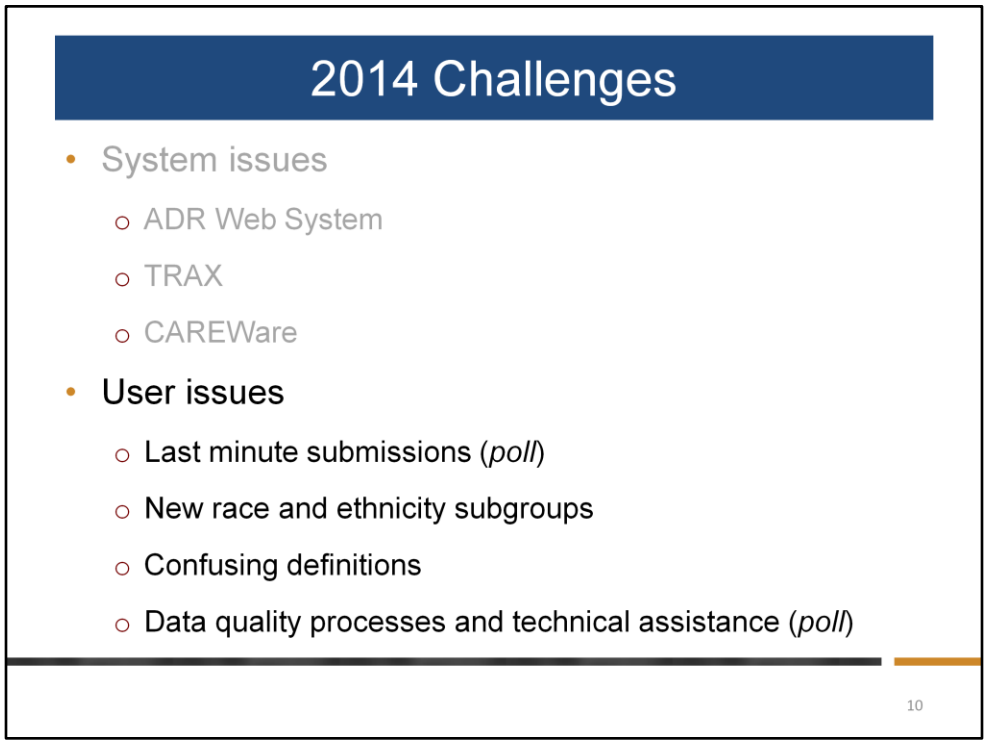
WE WANT YOU TO TEST CAREWARE

9

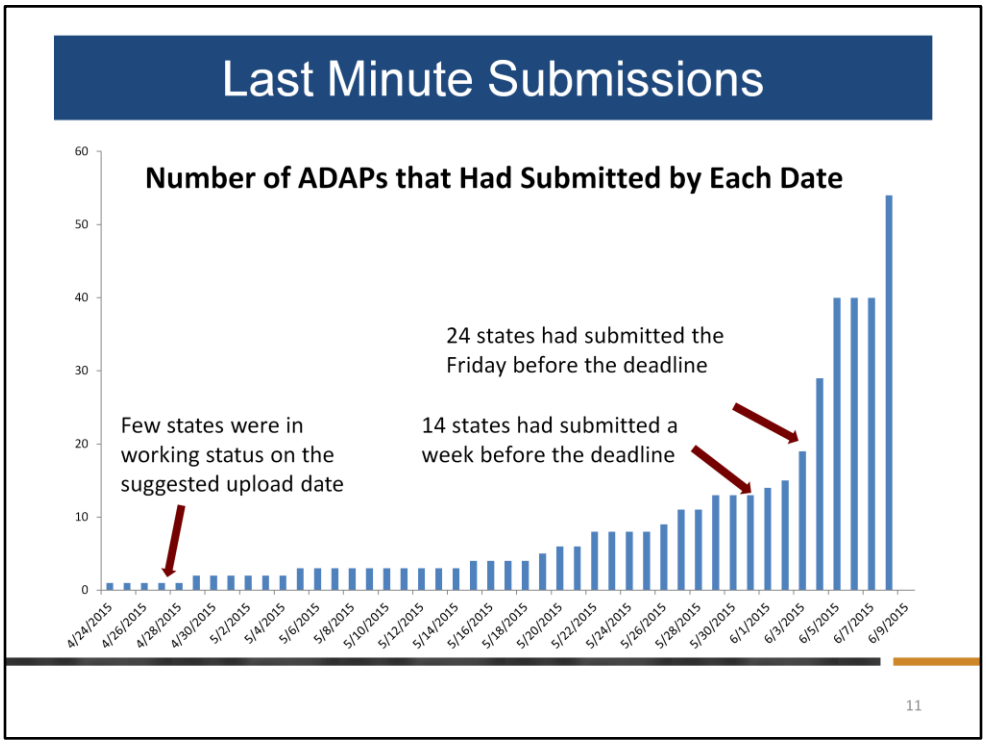
Let's move on to CAREWare. First of all, HAB recognizes that it was released late in the game, and once it was released, it had issues. This can be frustrating to ADAPs because it takes time to install new versions of CAREWare. To avoid this scenario in the future, we really need more testers. Many of you prefer to download it when it has already been thoroughly tested, but if everyone does that, it never gets tested with real ADAP data! So, please take the time to make CAREWare a better product.

Also, if CAREWare was missing medication days supply, then a "0" was reported for that data element in the XML file. Unfortunately, this value was not permitted, so files would be rejected. We had to work with users to manually edit or remove these tags. This issue will be addressed for next year.

Finally, many of you use CAREWare as a place to consolidate your enrollment and medication information. We got quite a few questions about the best way to move data into CAREWare. We recognize this as an important Technical Assistance opportunity and will provide more guidance in the future.



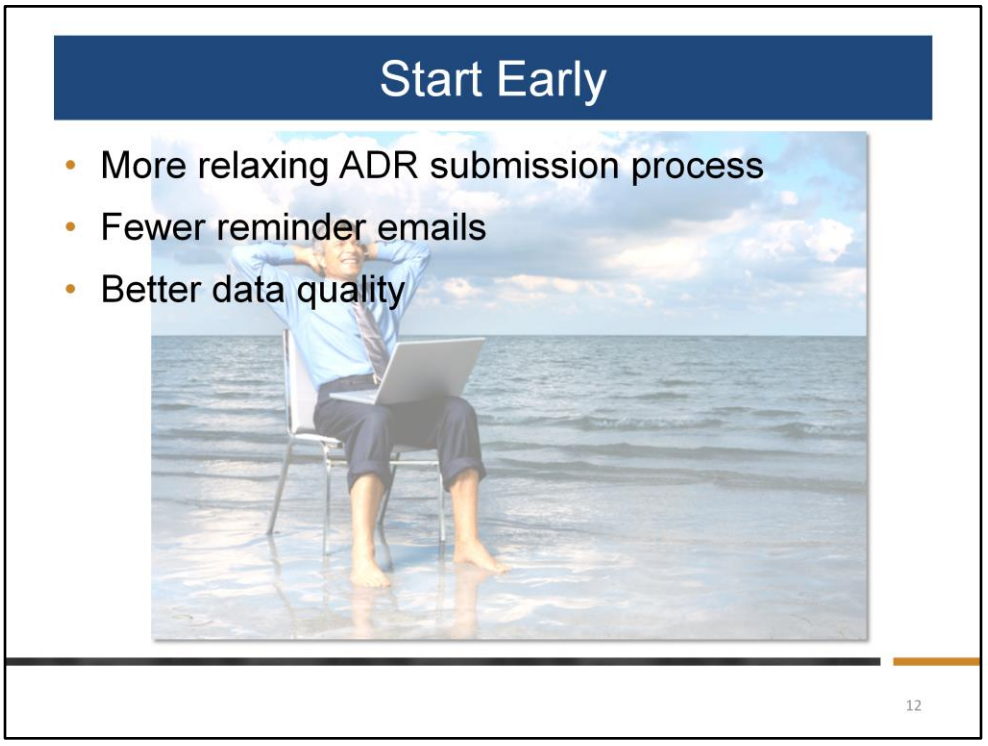

Ok, now let's talk about some user issues. That means you!




Although this year was better than last year and almost every single ADAP submitted before the deadline, most ADAPs waited until the last minute to submit. This can be stressful for us and you, especially when there are unexpected problems with the files or the system.

This slide shows the number of ADAPs that submitted by each date. As you can see, only 14 ADAPs had submitted one week before the deadline. Only 24 ADAPs had submitted by the Friday before the deadline.

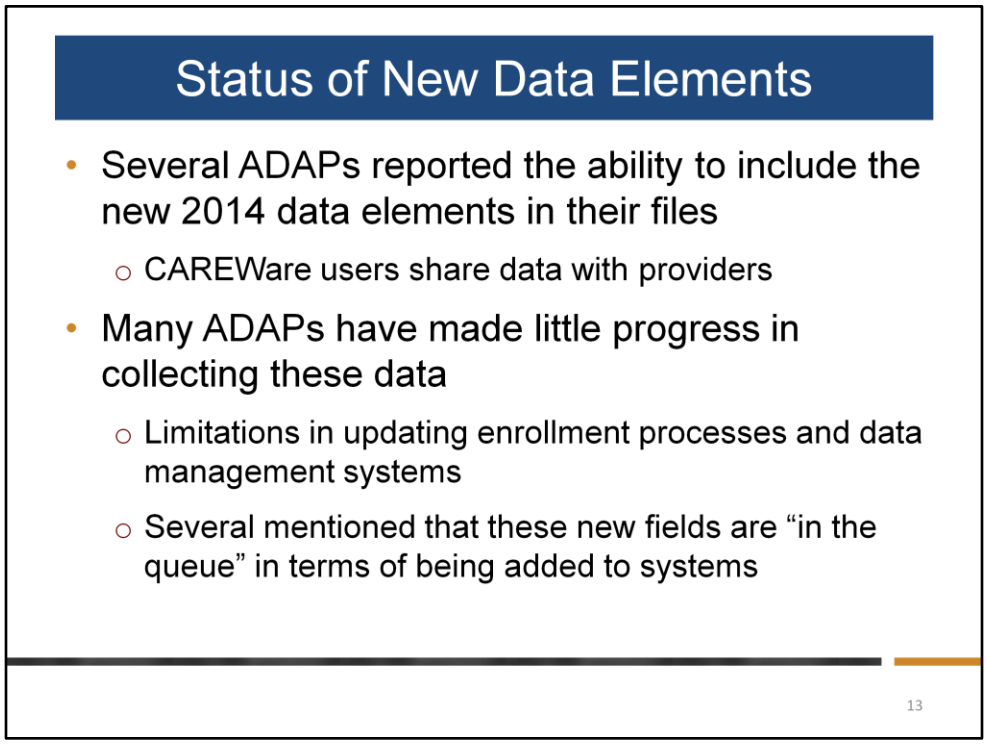
Finally, very few of you were in working status at the time of our suggested first upload date, which was April 27th.




It is better to start early and finish early. For one, you will have a way more relaxing submission process.

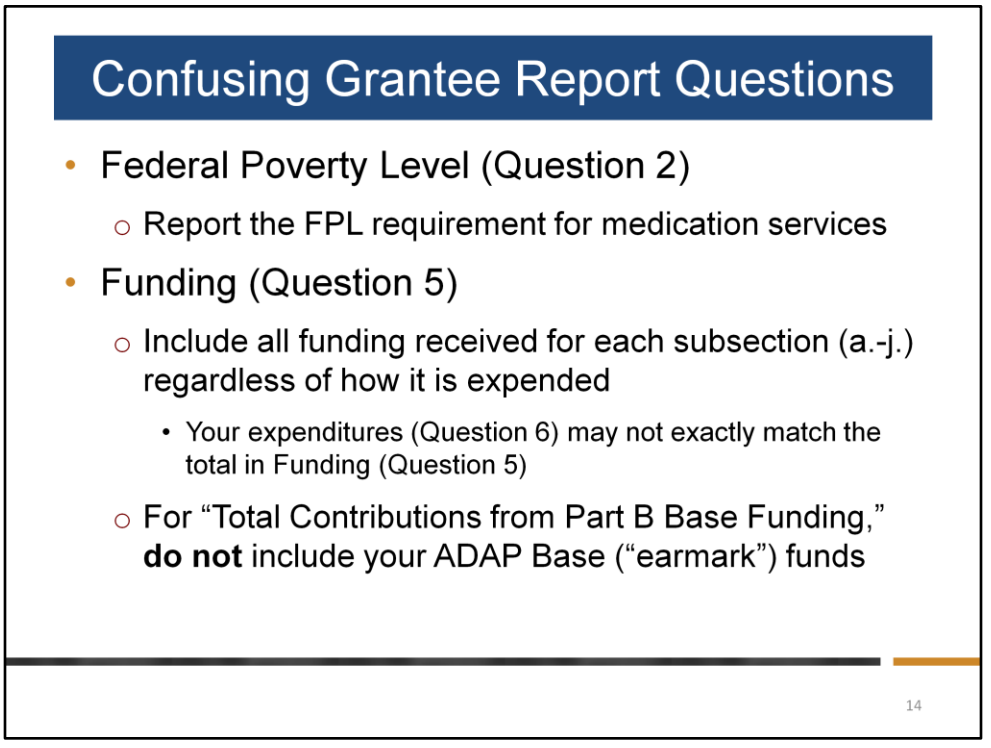
You will also get fewer annoying reminder emails from us and your project officer.

Most importantly, your data will be more accurate because you'll have more time to identify and address issues.


Status of New Data Elements
Several ADAPs reported the ability to include the new 2014 data elements in their files
CAREWare users share data with providers
Many ADAPs have made little progress in collecting these data
Limitations in updating enrollment processes and data management systems
Several mentioned that these new fields are "in the queue" in terms of being added to systems
13

The second issue I want to address is the new data elements for 2014, especially race and ethnicity subgroup. Although a couple of ADAPs are collecting the new data elements, primarily because they share a CAREWare system with their Part B providers, most ADAPs have made little progress in this area. ADAPs reported that the data management systems lack flexibility, so they cannot easily incorporate new items or they have to wait in the queue.

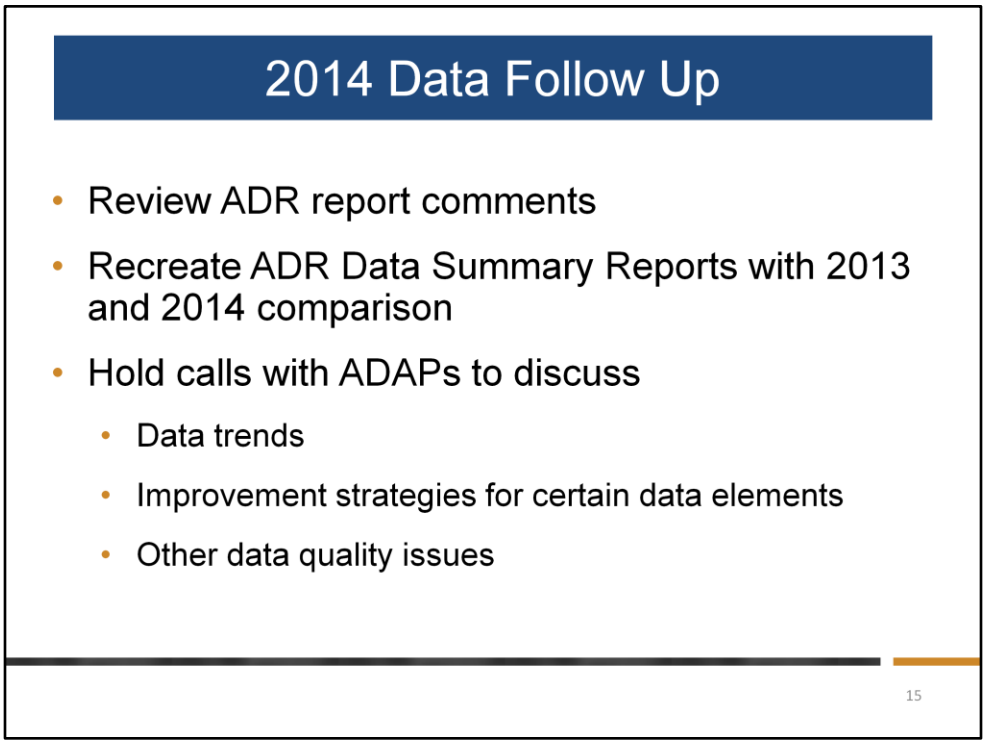
We know this is new, and we expect this to be a process that improves over time. As with all changes in data reporting, the first couple of years are tough, but then as things smooth out the data quality and completeness improves.


Confusing Grantee Report Questions
Federal Poverty Level (Question 2)
Report the FPL requirement for medication services
Funding (Question 5)
Include all funding received for each subsection (a.-j.) regardless of how it is expended
Your expenditures (Question 6) may not exactly match the total in Funding (Question 5)
For "Total Contributions from Part B Base Funding," do not include your ADAP Base ("earmark") funds
14

We got some questions about data element definitions, particularly related to the Grantee Report. This year, several ADAPs alerted us that they have different Federal Poverty Level requirements for insurance services and medication services. For the 2014 ADR, we asked you to report the Federal Poverty Level for your medication services.

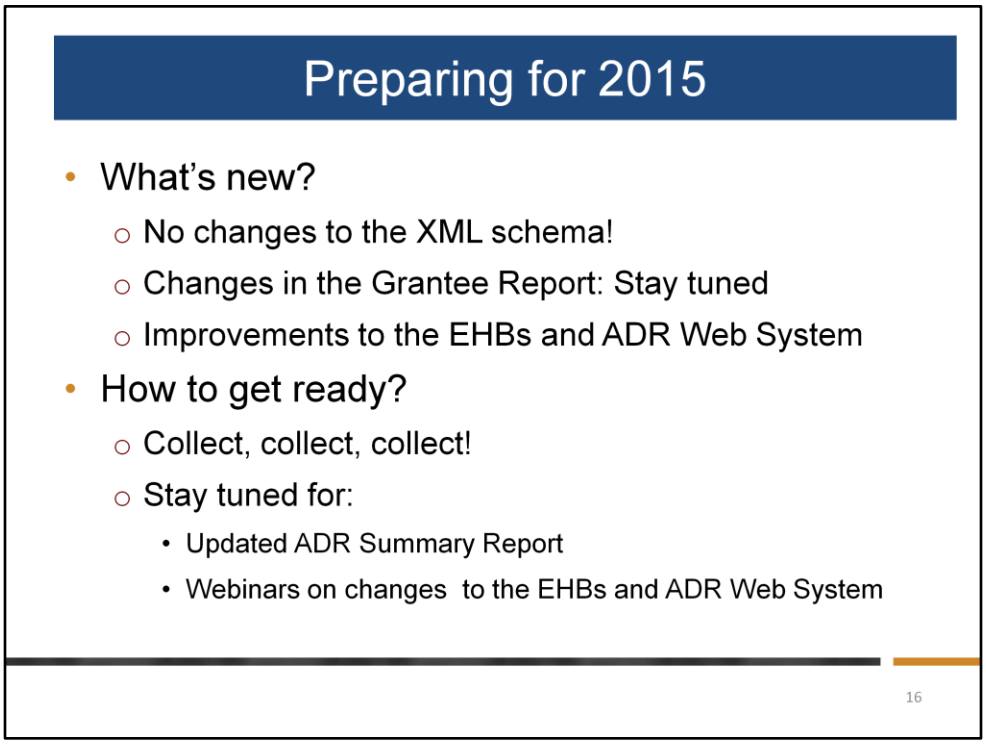
We also had some questions related to reporting for funding received and expended during the reporting period. You should report all funding that was received in Question 5 of the report, regardless of how that funding was used. You may have some services, such as treatment adherence counseling, which are not collected in the ADR expenditures section, but should still be reported as funding received. The total in Question 5 may not match the total in Question 6.

It also came to our attention that the ADR Instruction Manual does not specify what counts as contributions from your Part B Base. The term "Part B Base Funding" refers to any of your Ryan White Part B Base award that is used for ADAP services. It does not include ADAP Base (formerly referred to as "earmark") funds. The amount reported for 5b should only include non-ADAP funding that was used to deliver ADAP services during the reporting period.


2014 Data Follow Up
Review ADR report comments
Recreate ADR Data Summary Reports with 2013 and 2014 comparison
Hold calls with ADAPs to discuss
Data trends
Improvement strategies for certain data elements
Other data quality issues
15

Now, what's next? In the next couple of months, we will follow up with ADAPs that had significant problems as indicated by the report comments. We go through every single comment, so it takes a little time to give you feedback. We will also update the ADR Summary Report to include your 2014 data, so you can compare it with 2013.

Once again, we'll want to meet with you to discuss: data trends, improvement strategies for certain data elements, and other data quality issues.


Preparing for 2015
What's new?
No changes to the XML schema!
Changes in the Grantee Report: Stay tuned
Improvements to the EHBs and ADR Web System
How to get ready?
Collect, collect, collect!
Stay tuned for:
Updated ADR Summary Report
Webinars on changes to the EHBs and ADR Web System
16

So, what do you need to do to start preparing for 2015. For one, there are no changes to the XML schema, so you don't need to modify your system or data extract process. There may be some changes to the Grantee Report, so stay tuned for that. Finally, we are in the process of updating the EHBs and the ADR Web System.

In short, collect the data and keep a look out for a webinar about the EHB and ADR Web System face lift.

The DART Team addresses questions for those needing significant assistance to meet data reporting requirements, such as helping ADAPs who do not know what to do or where to start, determining if grantee systems currently collect required data, assisting grantees in extracting data from their systems and reporting it using the required XML schema, and connecting grantees to other grantees that use the same data system.

DART also deals with data quality issues and provides Technical Assistance on the encrypted Unique Client Identifier (eUCI) Application.

The TARGET Center has a wealth of materials and links.

Data Support addresses ADR-related content and submission questions. Topics include interpretation of the Instruction Manual and HAB's reporting requirements, allowable responses to data elements of the Grantee Report and client-level data file, policy questions related to the data reporting requirements, and data-related validation questions.

The HRSA Contact Center addresses software-related questions. Topics include Electronic Handbook (EHB) navigation: EHB registration, EHB access and permissions, and Performance Report submission statuses.

Remember, there is no wrong door!